Federal Strategic Sourcing Initiative

Wireless Handheld Devices and Services

Commodity Summary

Washington, DC
10 November 2006

GSA U.S. General Services Administration

Contents

- **Introduction**
    - Commodity Definition
    - Participating Agencies
    - Methodology Used

- **Commodity Profile**
    - Spend Analysis
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    - Customer Requirements

- **Summary of Findings & Sourcing Implications**

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As part of the Federal Strategic Sourcing Initiative (FSSI), GSA is facilitating a cross-agency Wireless strategic sourcing effort

CHARTERING AUTHORITY

The Federal Strategic Sourcing Initiative (FSSI) is chartered under the purview of the Chief Acquisition Officer's Council and the Strategic Sourcing Working Group monitored by the Office of Federal Procurement Policy. The FSSI is co-chaired by Mary Davie, General Services Administration and Tom Sharpe, Department of Treasury

OVERALL WIRELESS STRATEGIC SOURCING GOALS

- Obtain best price and performance
- Obtain total cost savings (target 20% below baseline)
- Increase socio-economic participation
- Obtain accurate wireless spend / inventory data
- Establish best practices in the areas of:
  - Inventory Management
  - Provisioning
  - Management Reporting
  - Operations
  - Technology Refreshment

SCOPE OF COMMODITY SUMMARY (THIS DOCUMENT)

- Develop a detailed understanding of wireless spend through spend analysis, contracts analysis, requirements identification and process analysis

- Develop an internal fact base for identifying sourcing opportunities which will be explored further in the subsequent steps of the Strategic Sourcing process

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The wireless commodity has been defined in the Wireless Handheld Devices and Services Commodity Team Charter

COMMODITY DEFINITION FOR WIRELESS HANDHELD DEVICES AND SERVICES

Wireless Handheld Devices and Services consists of mobile wireless voice and data devices including cellular phones, wireless E-mail devices and PDA's; wireless telecommunication service (airtime) for CONUS/OCONUS; and telecommunication expense management (TEM) services

WHAT IS INCLUDED?

- Hardware Devices
  - Cellular Telephones
  - Smartphones
  - Wireless E-mail Devices
  - PC cellular cards – "Aircards"
- Voice and Data Service (airtime)
- Telecommunications Management Services
  - Ordering and Provisioning
  - Inventory Management
  - Rate Plan Optimization
  - Management Reporting
  - Invoice Management
  - Auditing
  - Bill Payment

WHAT IS NOT INCLUDED?

- Wi-Fi
- Land Mobile Radios
- Wi-Max
- Satellite Phones
- Cellular devices and wireless service designed for classified use

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The GSA Wireless Strategic Sourcing effort includes participation from numerous Federal agencies

Team Structure
• **Team Lead:** Paulette Gemmer (GSA) • **Team Contracting Officer:** Todd Richards (GSA) • **Censeo Support Lead:** Tom Gaylord

Participating Agencies	
▪ **General Services Agency (GSA)**	▪ **National Aeronautics and Space Administration (NASA)**
▪ **Social Security Administration (SSA)**	▪ **Department of Energy (DOE) Headquarters**
▪ **Department of Treasury (Treasury)**	▪ **Department of Justice (DOJ)**
▪ **US Navy**	▪ **Transportation Security Administration (TSA)**
▪ **Customs and Border Patrol (CBP)**	▪ **Department of Transportation (DOT) Headquarters**
▪ **Department of Labor (DOL)**	▪ **Veterans Affairs (VA)**
▪ **Securities and Exchange Committee (SEC)**	▪ **Department of Agriculture (USDA)**

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Developing the wireless commodity profile involved four groups of activities

METHODOLOGY

Collect and Refine Data	Develop Commodity & Usage Profile	Conduct Contract Analysis	Conduct High-Level Requirements Analysis

• Collected data from internal and external sources
   • FPDS-NG
   • Suppliers
   • Data & Interviews with key agency stakeholders
 	
 • Refined and normalized data
	• Developed "picture" of complete FSSI-wide spend
	
	 • Identified service line types
	
	 • Analyzed usage characteristics
	   • Number of lines
	
	 • Conducted limited pricing analysis
	   • Avg use and costs
		• Conducted analysis on number and types of contracts
		
		 • Identified opportunities for contract rationalization
			• Developed User discussion guides and data collection plans
			
			 • Interviewed stakeholders from:
			   • DOT, VA, DOL, GSA, DOJ, USDA, Treasury
			
			 • Conducted existing policy reviews
			
			 • Categorized requirements and identified sourcing implications

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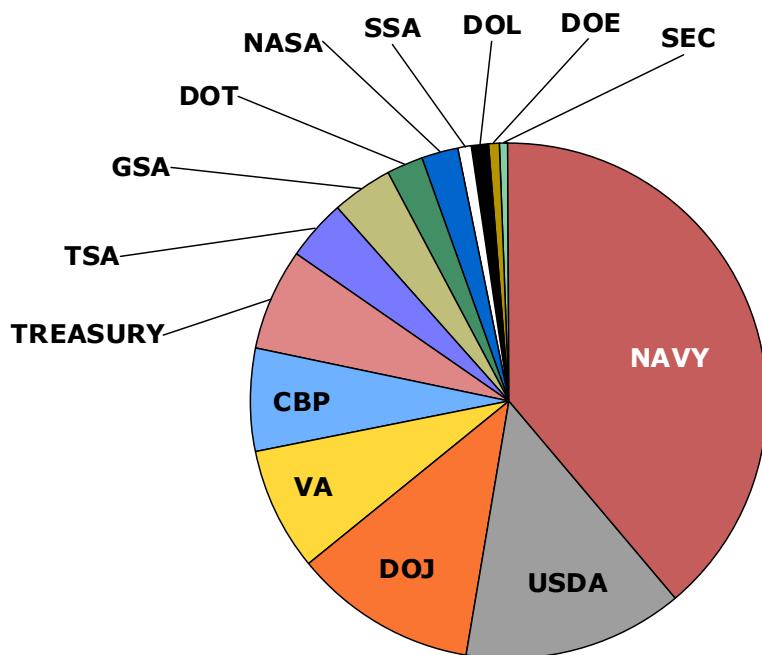
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The total number of wireless service lines is approximately 219,000 across the 14 participating agencies

ESTIMATED FSSI WIRELESS LINES OF SERVICE IN USE (Jun 06)

Total Est. Lines = 218,729

Agency	# of Lines
NAVY	85,000
USDA	30,000
DOJ	25,183
VA	17,000
CBP	14,000
TREAS.	14,071
TSA	8,357
GSA	8,308
DOT	5,000
NASA	5,000
DOL	2,222
SSA	2,000
DOE	1,353
SEC	1,235
TOTAL	218,729

Source: Censeo analysis of agency provided data

Methodology

- Estimate accuracy among participating agencies varies widely depending on the maturity of their internal wireless management programs

- Line estimates, if not directly available from internal agency records or suppliers, were derived from total estimated spending volume using an average revenue per user value of $45

As we continue to gather data from suppliers, we will further refine the data

Note: Because spend data was not readily available, line estimates or spending estimates (depending upon which were provided by the agency) were compared against spend data from other federal clients, as well as industry averages to arrive at the total line count estimate

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The 14 participating agencies together have a combined annual spending volume of approximately $123M

ESTIMATED ANNUAL FSSI WIRELESS SPEND (Apr 05 – Mar 06)

Annual Spend

$150M

$100M

$50M

0

Navy, USDA, DOJ, VA, CBP, TREAS., TSA, GSA, DOT, NASA, SSA, DOL, DOE (HQ), SEC, Total

s -$122,598,908M

Source: Censeo analysis of agency provided data

Methodology for Estimating Spend

- Estimated purchase-card spend was added to FPDS-NG data to approximate spending level

- Supplier reported data provided the most reliable source of data

- A conservative $45 Average Revenue Per User (ARPU) value was applied to agency and vendor "service line" estimates to provide point estimates for agency spend

- Final spending levels were determined based on the reliability of the data source. Estimates were validated internally using a benchmark of $45 ARPU

As we continue to gather data from suppliers, we will further refine the data

As Wireless Services continue to expand and penetrate Federal agencies, the spend numbers are likely to increase over the coming years

Note: Total spend volume estimated using data from the following sources and timeframes: FPDS-NG (Apr 05 – Mar 06); Vendor-provided billing/usage records (Apr – Jun 06); Agency-provided spend estimates (May – Jun 06)

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Spending with the suppliers is fragmented and includes many contracting actions

WIRELESS SPEND BY VENDOR
(April 05 – March 06 in $M)

$18.7 , 25%

$32.2 , 42%

$12.3 , 16%

$0.4 , 1%

$12.2 , 16%

- Sprint/Nextel
- Verizon
- Cingular
- T-Mobile
- 84 Others
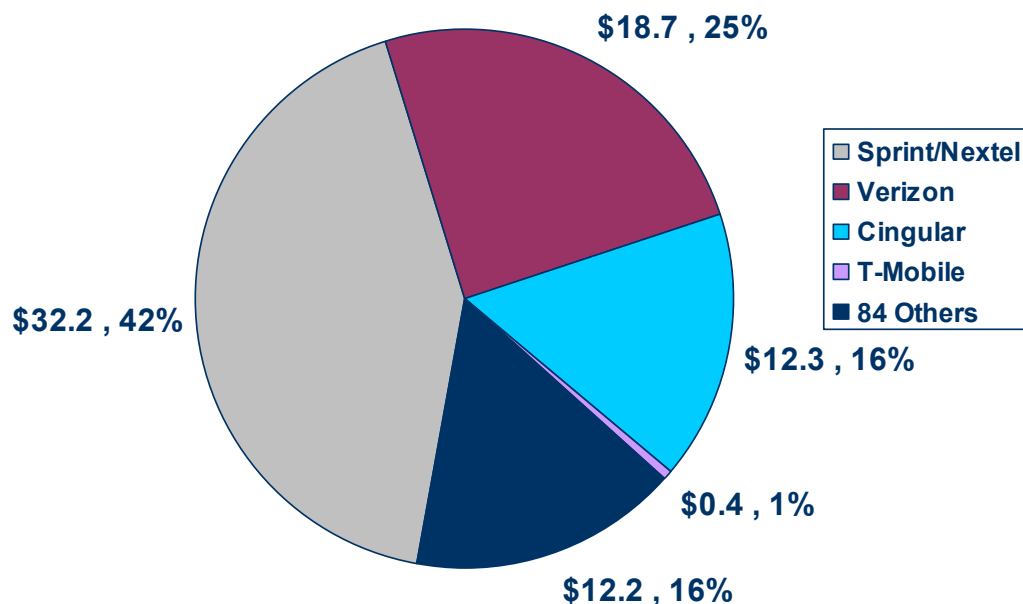
Source: FPDS-NG (Apr 05 – Mar 06)

Total Est. Spend = $75,838,012

Carrier	Agency	# Contracting Actions
Cingular/AT&T	USDA	3
	NAVY	241
	DOE (HQ)	1
	GSA	13
	CBP & TSA	10
	DOJ	63
	DOL	36
	NASA	8
	SEC	2
	SSA	10
	DOT (HQ)	11
	TREASURY	40
	VA	40
Sprint/Nextel	USDA	3
	NAVY	339
	GSA	39
	CBP & TSA	25
	DOJ	450
	DOL	19
	NASA	4
	SSA	3
	DOT (HQ)	28
	TREASURY	67
	VA	48
Verizon	USDA	8
	NAVY	323
	DOE (HQ)	4
	GSA	34
	CBP & TSA	4
	DOJ	166
	DOL	59
	NASA	29
	DOT (HQ)	102
	TREASURY	162
	VA	22

Incomplete information within FPDS-NG database prevented an accurate analysis of how many individual contracts were being used to acquire wireless services

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Agencies are using four primary contracting methods to obtain wireless services

GSA Schedule

- **Schedule 70, Section 132-53 "Wireless Services"**
- **43 Individual suppliers available**

Agency Established BPAs & Pricing Agreements

- **Examples:**
  - **BPAs (FAR Part 8 & Part 12)**
  - **ID/IQ Contracts (FAR Part 15)**
- **Can be established by any Government contracting activity**

"Open Market" – Subscriber Line Agreements

- **Direct web ordering**
- **Retail outlets**
- **Q: Are these contracts overriding GSA schedule or agency-established agreements?**

TEM Service Provider as "Reseller"[1]

- **Wireless service from major carriers re-sold by TEM service provider as a requirement of the TEM contract**

Key Points

- An almost infinite number of contracts are available to a Government buyer
- Agency contracts can be established by contracting officers for local requirements or to meet organizational-wide requirements subject to internal policies and/or sourcing strategies
- Many organizations purchase directly from a GSA schedule at listed prices
- Purchase cards have made it easier for authorized users to order directly from the open market.
- Price of wireless service is typically well within the purchase card authorization level

The total number of contracts or agreements used by FSSI agencies is unknown

[1] TEM provider can also be used only as the value-added service provider in conjunction with the other approaches for acquiring wireless service

A few agencies have established enterprise agreements while others are using multiple local agreements

Enterprise Buying		
Agency		**Approach**
NAVY	→	**Navy Enterprise ID/IQs (FISC-SD)**
IRS	→	**Centralized ordering & approval website w/ enterprise BPAs**
TSA	→	**Wireless Managed Services Contract**
ATF	→	**Wireless Managed Services Contract**

Multiple Agreements	
GSA	
DOL	
DOT	
SSA	**Typically conduct local purchasing using purchase card or GSA schedules**
USDA	
NASA	
CBP	
VA	
SEC	
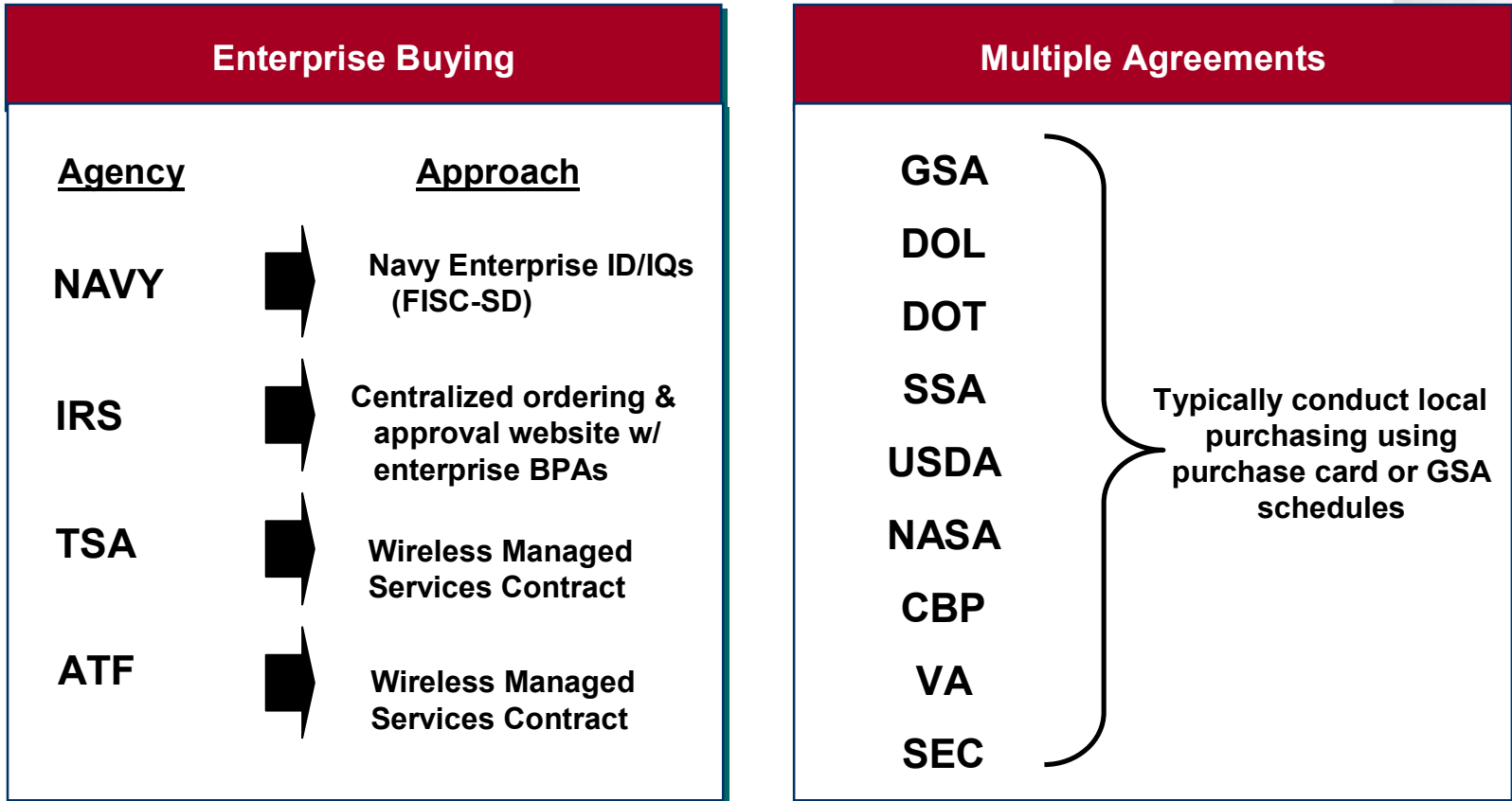
A majority of the FSSI participating agencies are not involved in an enterprise approach to acquiring their wireless devices and services

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Contracts include various types of voice and data rate plans

Voice Plans

"Bucket"

- Pay for a set amount of minutes per month
- Pay "overage" charges for additional minutes
- Unused minutes typically not available beyond the billing cycle

"Pooled' / "Shared"

- Users in the same "account" or "pool" "share" the total number of minutes available to the group
- Pay "overage" charges for additional minutes

Flat-Rate

- Users pay a low monthly access fee
- Pay a set amount per minute for every actual minute used.
- No overage Charges

Data Plans

"Unlimited"

- Pay a set monthly fee for unlimited use and data transmission

"Bucket"

- Pay for a set amount of data transfer—typically measured in Kilobytes (KB)
- Pay "overage" charges for additional KB needed
- Unused KB's are not available during next billing cycle

Flat-Rate

- Users pay a low monthly access fee
- Pay a set amount per KB for every actual minute used.
- No overage Charges

Picking the "right" or lowest "total cost" plan for a user or group of users is highly dependent upon actual monthly usage patterns

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Not only do the various types of plans vary but agencies typically have a multitude of rate plans for single carriers, resulting in different rates for the same services

Agency 1	Agency 2	Agency 3
Carrier: Sprint/Nextel Sample Size: 3,191 users	Vendor: Sprint/Nextel Sample Size: 30,076 users	Vendor: Cingular Sample Size: 4,420 (Orange GSM Users)
Number of Unique Rate Plans: **128** (Voice & Data)	Number of Unique Rate Plans: **82** (Voice & Data)	Number of Unique Rate Plans: **99** (Voice & Data)

- Users have an almost endless supply of choices for phones and service options
- Most cellular contracts offer the same products and services at various discount rates
- Little or no guidance is given to users as to which supplier, contract or vehicle to choose

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Additionally, plans that are chosen are typically not optimal – plan minutes typically far exceed requirements

Number of Plans by Minutes/Plan

Count

8,000

6,000

4,000

2,000

0

6,697

902

2,776

1,990

3,020

2,233

1,637

1,279

2,252

1,281

1,213

450

201

98

47

26

21

6

7

Minute Bins: 0, 5, 50, 100, 200, 300, 400, 500, 750, 1000(1), 1500, 2000, 2500, 3000, 3500, 4000, 5000, 6000, 10000

Minute Bins

300 minimum minutes is typically the smallest plan usually available to users

Yet, most users require less than 300 minutes

Total sample size: 26,136 lines
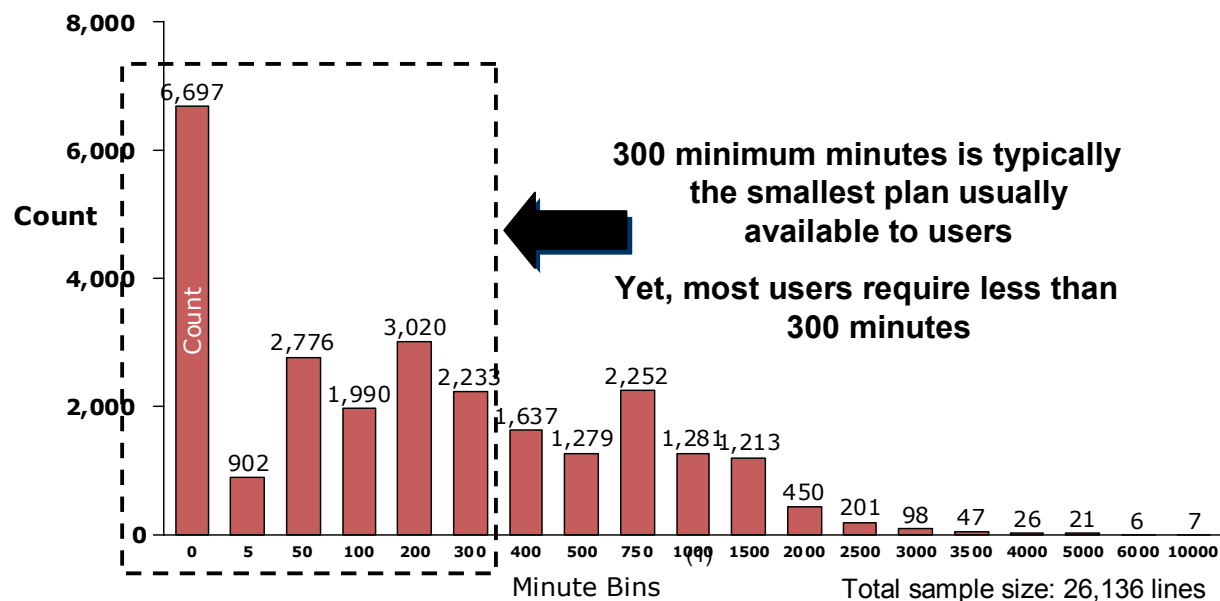
ANALYSIS

- Smallest national plan (300 minutes) listed on GSA schedule by any of the 3 largest national carriers(2)

- Over 67% of sampled users use less than 300 minutes

Unused minutes represent large opportunity to optimize plans to user needs

(1) Each bar represents the number of lines equal to or less than the bar label but more than the preceding bar; note that bin sizes are not equal
(2) Verizon "America's Choice" 300 minute plan
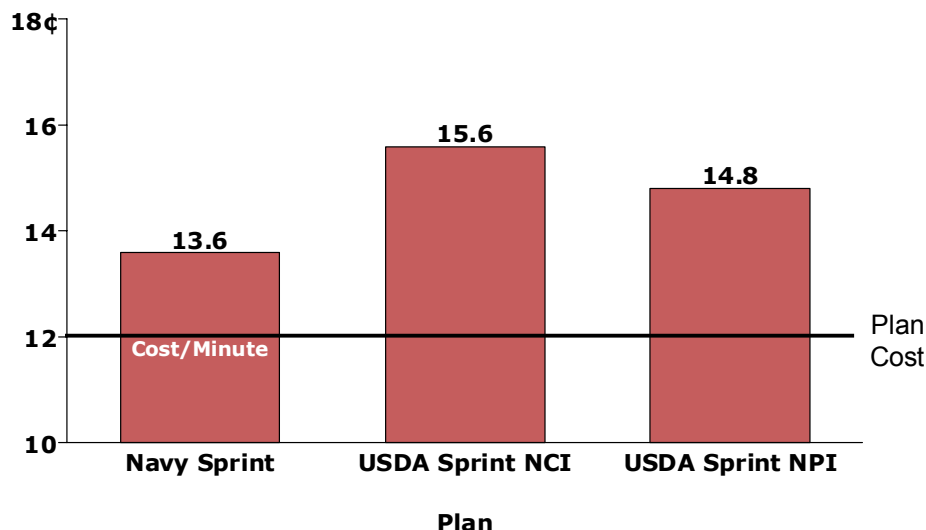Source: Data sample from Navy FISC-SD contract usage report for Jun 06. Includes Sprint lines only

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Actual cost per minute is much higher than plan cost per minute due to unused minutes, overage, roaming and long distance charges

COST PER ANYTIME MINUTE

Navy & USDA User Data, Apr – Jun 06

SUPPLIER REPORTED DATA

Cents per Minute

Bar chart showing Cost per Anytime Minute (Cents per Minute). Navy Sprint: 13.6, USDA Sprint NCI: 15.6, USDA Sprint NPI: 14.8. A horizontal line at 12 marks "Plan Cost" with "Cost/Minute" label. X-axis labeled "Plan".
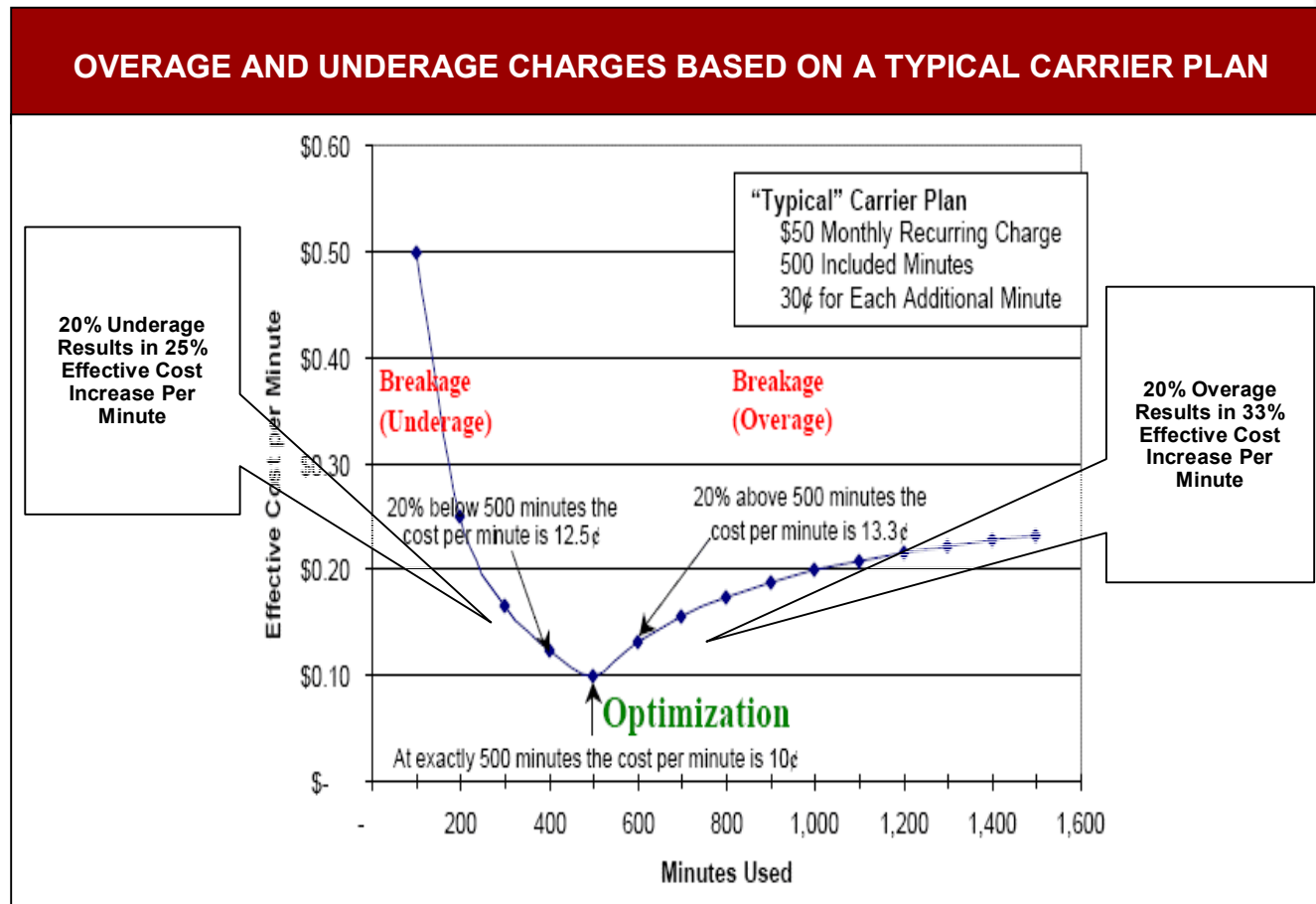
Source: Sprint, Navy Users: 26,136; USDA-NPI: 223; USDA-NCI: 3,177

ANALYSIS

- Analysis based on (anytime minutes used / (plan cost + overage cost + roaming cost + long distance cost))

- All analysis based on supplier reported data

- Plan cost per minute for bucket plans ranges from $0.05 - $0.12 per minute

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Efficient plan management can address unused minutes and overage charges

OVERAGE AND UNDERAGE CHARGES BASED ON A TYPICAL CARRIER PLAN

20% Underage Results in 25% Effective Cost Increase Per Minute

"Typical" Carrier Plan
$50 Monthly Recurring Charge
500 Included Minutes
30¢ for Each Additional Minute

20% Overage Results in 33% Effective Cost Increase Per Minute

Breakage (Underage)

Breakage (Overage)

20% below 500 minutes the cost per minute is 12.5¢

20% above 500 minutes the cost per minute is 13.3¢

Optimization

At exactly 500 minutes the cost per minute is 10¢

Effective Cost Per Minute

Minutes Used

Optimization is critical when users are on "bucket" or "pooled" rate plans

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Using sample data provided by the suppliers, flat rate pricing points towards a large opportunity to optimize usage and generate savings
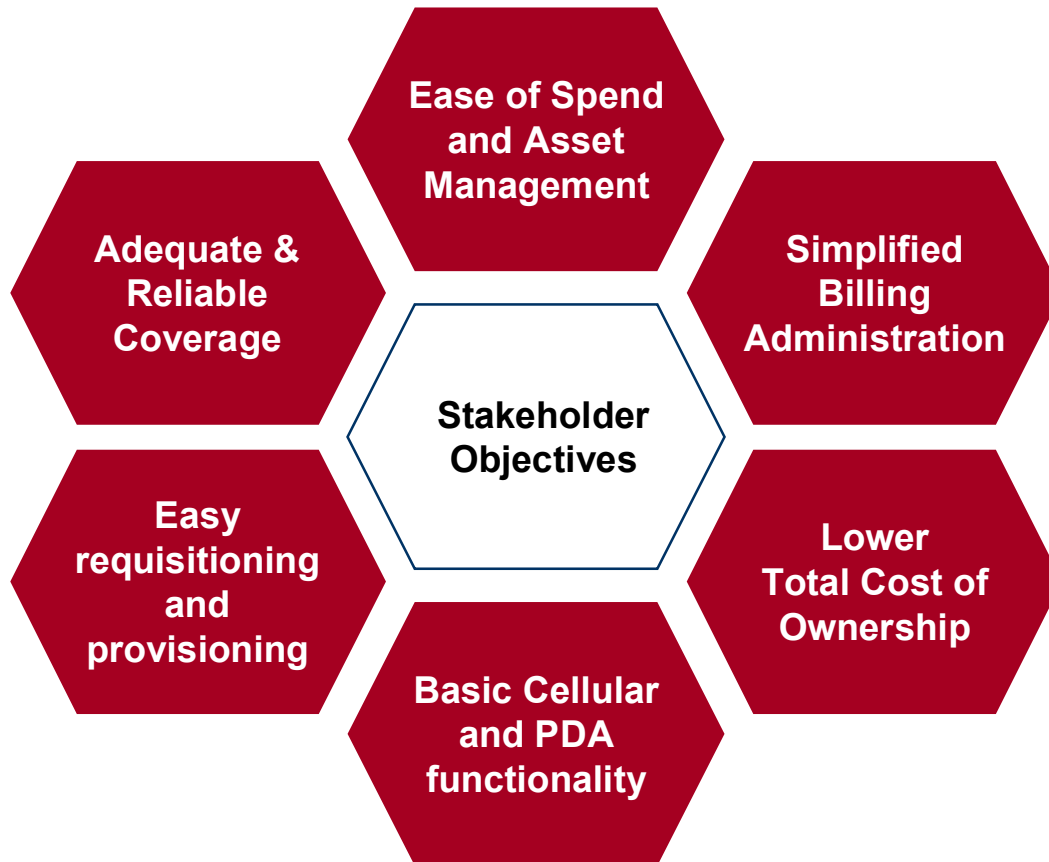
ESTIMATED SAVINGS BASED ON FLAT RATE PRICING

PROVIDER	CURRENT COST/ MIN	CURRENT COST	TOTAL COST @ $0.10/MIN	Est. SAVINGS
Navy Sprint	$0.136	$1,138,050	$834,841	27%
USDA Sprint, NCI	$0.156	$482,935	$309,442	36%
USDA Sprint, NPI	$0.148	$30,093	$20,390	32%
Totals		$1,651,079	$1,164,647	29%

ASSUMPTIONS

- Flat rate of $0.10/minute includes unlimited nights and weekends, unlimited long distance, unlimited roaming (all standard features on most plans offered today)

- Current cost data based on supplier reported data

- Current cost represents a sample of current data; however, full data is likely to mirror sample data

Flat rate per minute pricing eliminates unused minutes and overage charges. Unlimited nights and weekends, unlimited roaming and unlimited long distance are standard offering in most bucket plans; these can be negotiated as part of a flat rate plan

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Stakeholder interviews identified a number of critical objectives that are common among many of the FSSI agencies

Ease of Spend and Asset Management

Adequate & Reliable Coverage

Simplified Billing Administration

Stakeholder Objectives

Easy requisitioning and provisioning

Lower Total Cost of Ownership

Basic Cellular and PDA functionality

Key Points

- Adequate and reliable coverage was identified as the most important factor when selecting a carrier

- During interviews, the need for improved **asset management and inventory reporting of wireless devices and number of subscribers** was mentioned more frequently than any other issue

A successful sourcing strategy should address each of these objectives

Source: Censeo Interviews

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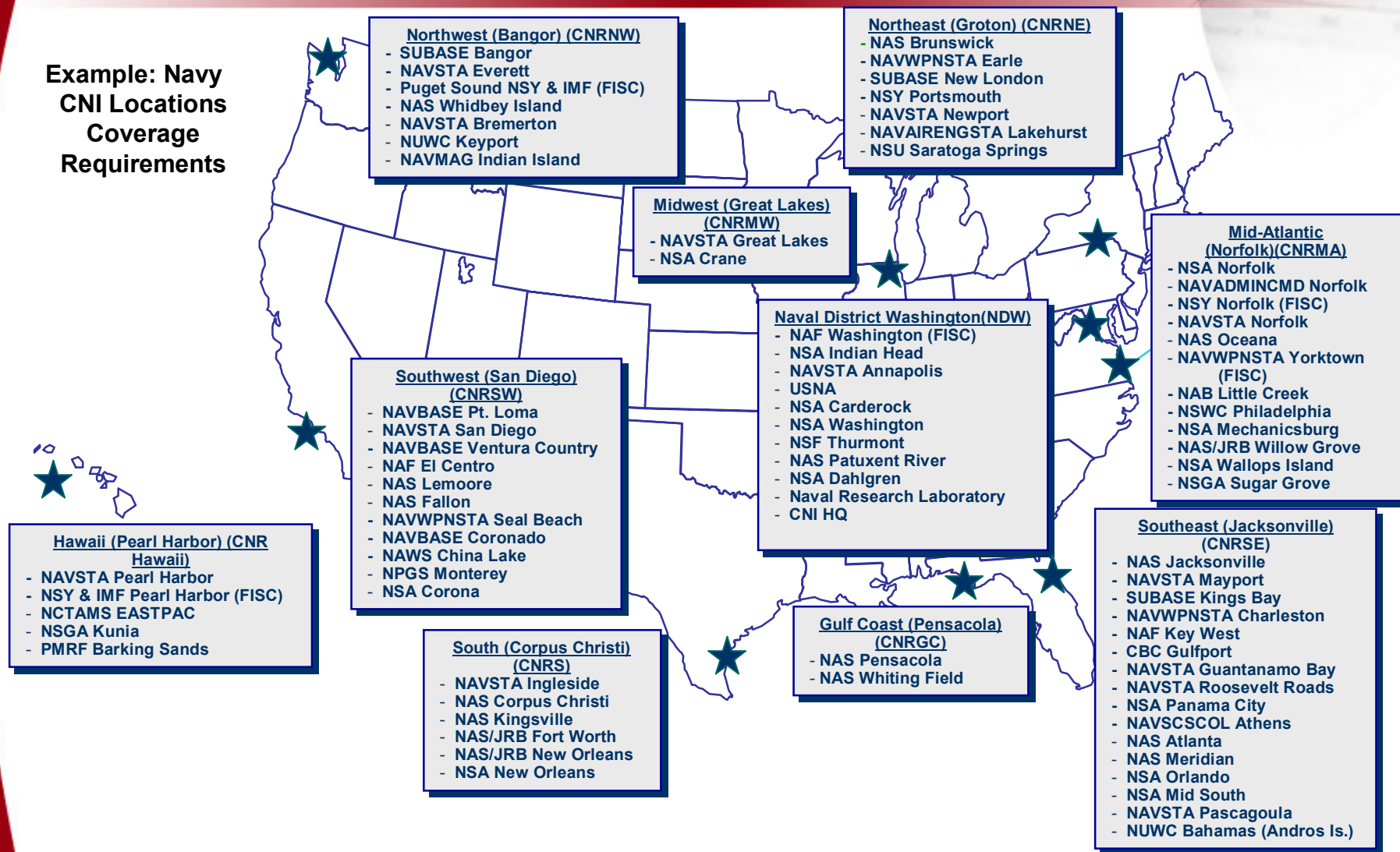# Interviews also yielded an overall set of requirements

Wireless Requirements Summary by Key Area

Coverage and Technical Functionality	Special Departmental Requirements	Administration	Total Cost of Ownership

• Reliable Coverage
• Standard Commercial Phone Features
  – Voicemail, 3-way calling, Caller id
  – SMS messaging
• PDA
  – Email
  – SMS Messaging
• Security
• Light and compact device form factor
• 24x7 help desk support
• Technology refresh
• Accessories
	• Push-to-talk
	  – Coverage reliability
	  – Fast connection time
	• Secure communications
	• Wireless Priority Services
	• High bandwidth mobile data transmission
	• Rural and emergency communication requirements
	• Connectivity with Land Mobile Radio devices
	• Mobile software applications
	• International calling
		• Ease of billing and payment administration
		• Asset and lifecycle management
		• Easy MACDs (moves, adds, changes & deletes)
		• Usage policy and guidelines
		• Telecom expense management reporting and analysis
		• Quick provisioning
		  – "Surge" requirements
		  – Spare requirements
		  – Order and repair tracking
			• Low per minute and monthly cost
			• Low cost of acquisition, maintenance and disposal
			• Nationwide roaming
			• Free long distance
			• Lower cost of international calling
			• Lower cost of data plans
			• Periodic price refresh
			• Plan optimization

These form the foundation for the sourcing strategy – In-depth requirements analysis should be undertaken at the agency level to minimize total cost of ownership
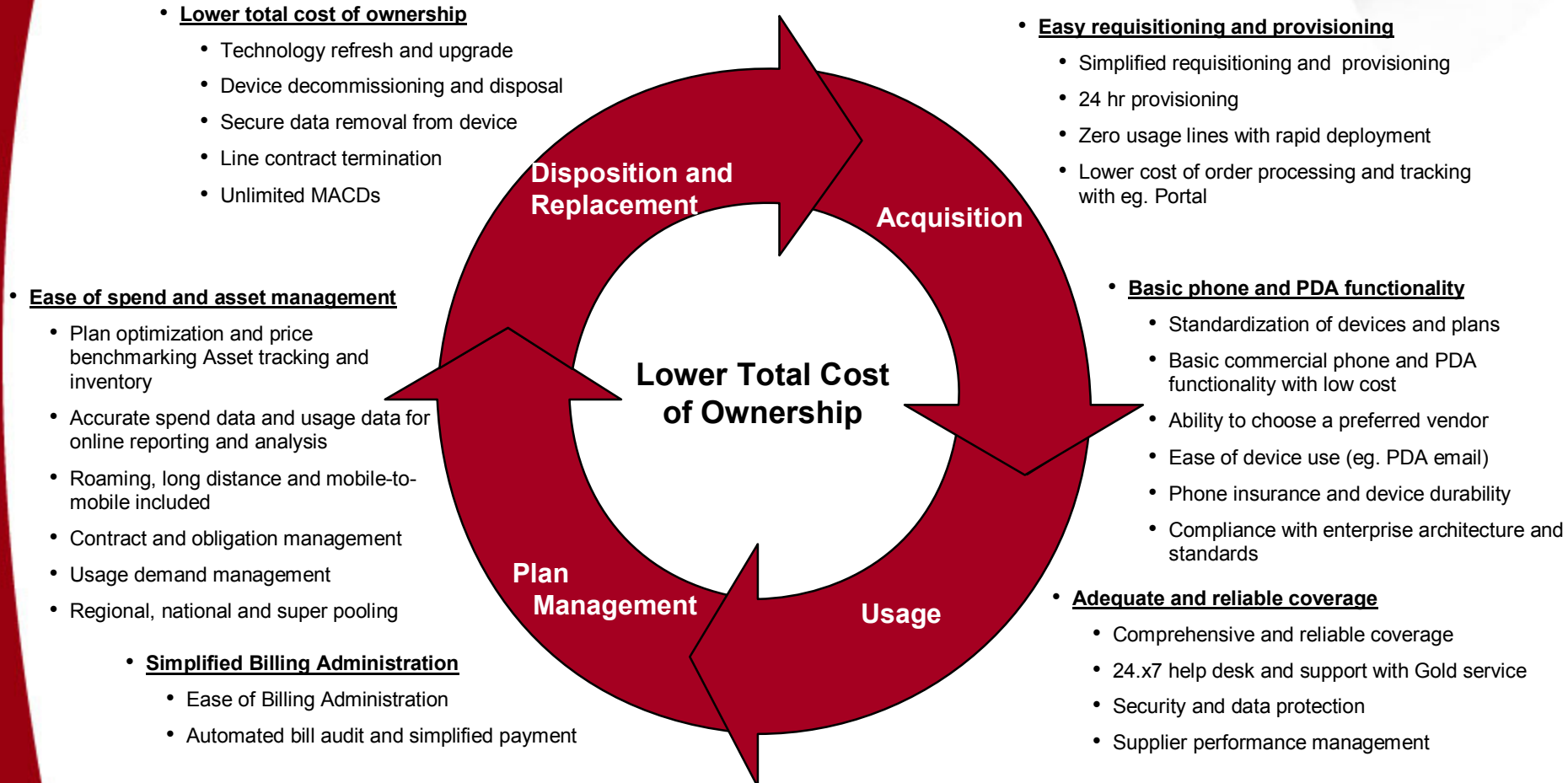
Source: Censeo Interviews

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Requirements will need to ensure national coverage in both rural and metropolitan locations

Example: Navy CNI Locations Coverage Requirements

Northwest (Bangor) (CNRNW)
- SUBASE Bangor
- NAVSTA Everett
- Puget Sound NSY & IMF (FISC)
- NAS Whidbey Island
- NAVSTA Bremerton
- NUWC Keyport
- NAVMAG Indian Island

Northeast (Groton) (CNRNE)
- NAS Brunswick
- NAVWPNSTA Earle
- SUBASE New London
- NSY Portsmouth
- NAVSTA Newport
- NAVAIRENGSTA Lakehurst
- NSU Saratoga Springs

Midwest (Great Lakes) (CNRMW)
- NAVSTA Great Lakes
- NSA Crane

Mid-Atlantic (Norfolk)(CNRMA)
- NSA Norfolk
- NAVADMINCMD Norfolk
- NSY Norfolk (FISC)
- NAVSTA Norfolk
- NAS Oceana
- NAVWPNSTA Yorktown (FISC)
- NAB Little Creek
- NSWC Philadelphia
- NSA Mechanicsburg
- NAS/JRB Willow Grove
- NSA Wallops Island
- NSGA Sugar Grove

Naval District Washington(NDW)
- NAF Washington (FISC)
- NSA Indian Head
- NAVSTA Annapolis
- USNA
- NSA Carderock
- NSA Washington
- NSF Thurmont
- NAS Patuxent River
- NSA Dahlgren
- Naval Research Laboratory
- CNI HQ

Southwest (San Diego) (CNRSW)
- NAVBASE Pt. Loma
- NAVSTA San Diego
- NAVBASE Ventura Country
- NAF El Centro
- NAS Lemoore
- NAS Fallon
- NAVWPNSTA Seal Beach
- NAVBASE Coronado
- NAWS China Lake
- NPGS Monterey
- NSA Corona

Hawaii (Pearl Harbor) (CNR Hawaii)
- NAVSTA Pearl Harbor
- NSY & IMF Pearl Harbor (FISC)
- NCTAMS EASTPAC
- NSGA Kunia
- PMRF Barking Sands

South (Corpus Christi) (CNRS)
- NAVSTA Ingleside
- NAS Corpus Christi
- NAS Kingsville
- NAS/JRB Fort Worth
- NAS/JRB New Orleans
- NSA New Orleans

Gulf Coast (Pensacola) (CNRGC)
- NAS Pensacola
- NAS Whiting Field

Southeast (Jacksonville) (CNRSE)
- NAS Jacksonville
- NAVSTA Mayport
- SUBASE Kings Bay
- NAVWPNSTA Charleston
- NAF Key West
- CBC Gulfport
- NAVSTA Guantanamo Bay
- NAVSTA Roosevelt Roads
- NSA Panama City
- NAVSCSCOL Athens
- NAS Atlanta
- NAS Meridian
- NSA Orlando
- NSA Mid South
- NAVSTA Pascagoula
- NUWC Bahamas (Andros Is.)

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Agencies expressed the need to provide total lifecycle management of wireless services

LIFECYCLE MANAGEMENT OF WIRELESS SERVICES

- **Lower total cost of ownership**
  - Technology refresh and upgrade
  - Device decommissioning and disposal
  - Secure data removal from device
  - Line contract termination
  - Unlimited MACDs

- **Easy requisitioning and provisioning**
  - Simplified requisitioning and provisioning
  - 24 hr provisioning
  - Zero usage lines with rapid deployment
  - Lower cost of order processing and tracking with eg. Portal

- **Ease of spend and asset management**
  - Plan optimization and price benchmarking Asset tracking and inventory
  - Accurate spend data and usage data for online reporting and analysis
  - Roaming, long distance and mobile-to-mobile included
  - Contract and obligation management
  - Usage demand management
  - Regional, national and super pooling

  - **Simplified Billing Administration**
    - Ease of Billing Administration
    - Automated bill audit and simplified payment

- **Basic phone and PDA functionality**
  - Standardization of devices and plans
  - Basic commercial phone and PDA functionality with low cost
  - Ability to choose a preferred vendor
  - Ease of device use (eg. PDA email)
  - Phone insurance and device durability
  - Compliance with enterprise architecture and standards

- **Adequate and reliable coverage**
  - Comprehensive and reliable coverage
  - 24.x7 help desk and support with Gold service
  - Security and data protection
  - Supplier performance management

Disposition and Replacement — Acquisition — Basic phone and PDA functionality — Usage — Plan Management

Lower Total Cost of Ownership

How much of this should be done internally vs. outsourced through a TEM service provider?

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In addition to user needs, best practices provide a basis for ensuring optimal set of requirements

Category Features	Current Status	Best Practices
Total # of configurations and models	All cellular phone companies are providing services	Standardize to a Limited number of choices that are proven and reliable technologies
Total # of Contracts	Unknown number of master agreements and line subscriber agreements	One master agreement, no subscriber line agreements
Total # of Suppliers	Unknown	Up to 3
Total # of wireless plans	Over 50	Standardize to a limited number of plans by user types
Volume concentration	Models – no common standards	2-4 phone models, 2 PDAs, 2 aircards
	Suppliers – estimated that the majority of the business is with the three largest suppliers	Number of Suppliers chosen through competitive process (up to 3)
Demand management	Pooling of minutes	Pay-as-you-go, self managing plans
	Purchase of device of choice	Standardized devices, device credit
Fee structure	Multiple acquisition and monthly fees in addition to usage fee	Free-of-charge MACDs, one flat all-inclusive monthly rate with per minute rate
Requisitioning and Line Provisioning	Decentralized requisitioning and provisioning	Decentralized requisitioning and provisioning
Policy and Compliance	Missing uniform policies and tracking of compliance for procurement	Uniform procurement policy with appropriate compliance management systems and processes
Telecom expense management (TEM)	Some departments have TEM supplier	All wireless plans are managed by TEM system or supplier

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Of all the different types of user, four groups were identified as having unique needs

Wireless User Types With Unique Needs

Executive / Supervisory	Mobile Workers	Law Enforcement	Emergency and Contingency Operations (COOP) Workers
• Standard commercial voice and data services, no bluetooth or cameras • Data used primarily for e-mail connectivity • Security and data protection • Small & light form factors preferred • Some additional S/W applications required (calendar, contacts, document reader) • Both domestic and international coverage requirements • Compliance with enterprise architecture and standards • 24x7 help desk	• Example users: inspectors, recruiters, health workers, IT support staff, building managers, etc.. • Standard commercial voice and data services • Limited number of users with high band-width data transmission requirements • SMS used for sending "alerts" to personnel (e.g. network administrators) • Coverage in rural areas frequently needed	• Primarily heavy voice users • Secure communications • Push-to-Talk technology is frequently required because of its direct connectivity • Need for 24x7 operations and Gold service • Some "surge" requirements which necessitate rapid availability of handsets and expanded coverage for task force operations • Connectivity and coverage are very important • Use of "pagers" critical as backup devices • Connectivity between cellular devices and Land Mobile Radios desired	• Primarily heavy voice users • Push-to-Talk technology is frequently required • Need for 24x7 operations and Gold service • Connectivity and coverage very important • Rapid response required to meet heavy communication demands can arise unpredictably with little or no advance warning • Wireless Priority Service (WPS) • May be periods of little or no use between contingency events • Connectivity between cellular devices and Land Mobile Radios desired

Source: Censeo Interviews

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- **Summary of Findings & Sourcing Implications**

- **Appendices**

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Ref #	Key Findings	Opportunities	Sourcing Implications

1	• FSSI has significant purchase volume that is not being fully leveraged	• Bigger discounts
		• Better Terms – Examples::
		  • Unlimited MACD's
		  • Pay as you go plans
		• Higher Service Levels
		  • Dedicated ordering portal
		  • Premier help desk
		  • Cellular coverage enhancement
		  • COOP assistance
			• Consider consolidation of volume
			• Rationalization of rate plans and suppliers
			• Economies of scale for suppliers to provide additional services

2	• Spending is fragmented across numerous contracts and contract types	• Standardized contracts • Improved Contract Terms • Simplification of contracting and billing processes	• Better leverage to negotiate terms • Improved contracting process
3	• Rate plans are too numerous and are not standardized	• Standardization of rate plans including standardized pricing	• Simplified price benchmarking on rate plans • Improved contracting process
4	• Wide variety of phones and wireless devices	• Standardization of Devices • Increased network and data security • Improved compliance with enterprise network architecture • Simplified support	• Simplified price & functionality benchmarking on devices • Simplified ordering • Improved vendor management

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Ref #	Key Findings	Opportunities	Sourcing Implications
5	• Detailed spend and usage data typically not collected or maintained for sourcing analysis • Purchase card spend information is not captured in a way that it can be easily reported	• Spend data consolidation and capture • Improved analysis and reporting capability • Improved supplier performance • More efficient use of plans & assets	• Improved capability to develop sourcing strategy • Improved supplier management • Improved demand management • Improved benchmarking of rate plans
6	• Most FSSI agencies don't have an internal method of maintaining inventory accountability of their wireless devices or lines of service	• Improved asset management and tracking • Increased asset utilization • Improved security of sensitive data • More accurate planning, budgeting and programming of funds	• More accurate sourcing • Better understanding of existing installed base
7	• Lack of Review or Audit of Phone Bills	• Increased cost recovery	• Improved supplier management and contract negotiations
8	• While policy on acceptable use and device approval level was evident, only a few agencies had a policy for procurement of wireless devices and service	• Develop standard FSSI-wide policy for wireless procurement • Develop reporting and management processes for wireless procurement policy compliance	• Sourcing strategy will be endorsed and cost savings realized
9	• Only a few agencies had an integrated demand management process implemented	• Rate Plan Optimization • Improve compliance to standards • Reduced acquisition and operational costs	• Requirements need to be better defined • Consider use of a TEM service provider

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Contents

- **Introduction**
    - Team Charter
    - Commodity Definition
    - Participating Agencies

- **Spend Profile**
    - Spend Analysis
    - Contract Analysis
    - Usage Analysis

- **Customer Requirements**

- **Summary of Findings & Sourcing Implications**

- **Next Steps**

- **Appendices**

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The wireless commodity team consists of representatives across several Federal agencies

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Since there is no central repository for detailed Federal spending data, multiple sources were used to obtain information for our spend estimate

SOURCE

FPDS-NG
- Contract database capturing spend over $2,500

PREVIOUS PROJECT DATA AND ANALYSIS
- DoD-wide wireless spend project

SUPPLIER PROVIDED DATA
- Cingular, Sprint/Nextel & Verizon Account & Usage Report Samples

AGENCY SUPPLIED DATA
- Service Line & Device Count Estimates
- TSA & ATF "managed services" contract info
- Navy Enterprise BPA management reports

MARKET RESEARCH
- FCC Reports
- Financial Analyst / Market Reports
- GSA Schedule Price Lists

PRIMARY DATA INCLUDED

- Reported contract & delivery order obligation amounts for wireless service and device purchases occurring between April '05-March '06

- FY'03 spending analysis results & data produced by DoD strategic sourcing wireless team—data used as a proxy when actual data was unobtainable

- Monthly spending and usage reports from Apr – Jun 06 for sample USDA, GSA, & Treasury user populations

- Service line and device type counts for some participating agencies

- Agency reported estimates of the number of service lines and devices currently in use

- Contract funding levels, plan pricing & contract terms

- Industry revenue averages and projections

Many data sources contained partial data that overlapped with other sources. Detailed analysis was necessary to estimate total spend volume

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CENSEO CONSULTING GROUP

GSA U.S. General Services Administration

Users are given an almost endless supply of choices for phones and service options through wireless contracts…

EXAMPLE: SAMPLE PAGES FROM CINGULAR GSA FEDERAL SCHEDULE

GSM BUSINESS NATIONAL POOLED PLAN

When your entire pool of minutes has been retired, additional minutes inside the Cingular Business National Pooled plan National Service Area are 25¢ each based on the Monthly Service Charge you select. Call-forwarded minutes are charged at the additional airtime per-minute rate of the rate plan. Night and weekend minutes and Mobile-to-Mobile Minutes cannot be pooled.

1. Per eligible end user. An additional monthly $1.75 Regulatory Programs Fee will be added to your bill for each line of service to help fund Cingular Wireless compliance with various government-mandated programs which may not yet be available in your area. This is not a tax or a government required charge.

2. Long distance is included in the domestic U.S., Puerto Rico and the U.S.V.I. Calls to or from Canada will be charged 20¢ per minute.

Part Number	Wireless Plan	GSA Catalog Price
National Pooled $44.99	BLUE - GSM Business National Pooled Plan - 450 Anytime minutes - (price is per month access rate)	$38.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
National Pooled $64.99	BLUE - GSM Business National Pooled Plan - 900 Anytime minutes; (price is per month access rate)	$55.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
National Pooled $84.99	BLUE - GSM Business National Pooled Plan - 1350 Anytime minutes (price is per month access rate)	$72.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
National Pooled $104.99	BLUE - GSM Business National Pooled Plan - 2000 Anytime minutes (price is per month access rate)	$89.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
National Pooled $154.99	BLUE - GSM Business National Pooled Plan - 3000 Anytime minutes (price is per month access rate)	$131.74
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included

Part Number	Wireless Plan	GSA Catalog Price
Natl Pool Add-on $44.99	BLUE - GSM Business National Pool Plan Add-On $44.99 - 450 Plan minutes (price is per month access rate)	$38.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
Natl Pool Add-on $64.99	BLUE - GSM Business National Pool Plan Add-On $64.99 - 900 Plan minutes (price is per month access rate)	$55.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
Natl Pool Add-on $84.99	BLUE - GSM Business National Pool Plan Add-On $84.99 - 1350 Plan minutes (price is per month access rate)	$72.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
Natl Pool Add-on $104.99	BLUE - GSM Business National Pool Plan Add-On $104.99 - 2000 Plan minutes (price is per month access rate)	$89.24
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included
Natl Pool Add-on $154.99	BLUE - GSM Business National Pool Plan Add-On $154.99 - 3000 Plan minutes (price is per month access rate)	$131.74
	Airtime Rate per additional minutes	$0.25
	dom long distance included w/in HCA	included
	roaming (GSM Network) charge per minute	included
	Nights and Weekends and Mobile to Mobile minutes	included

EXPLANATION OF RATES & CHARGES
Available only to business customers with a qualified Cingular Wireless business agreement and their respective Corporate Responsibility Users (CRUs) and Individual Responsibility Users (IRUs or Sponsorship Employees). Service is subject to the Business Agreement and, as applicable, the corresponding coverage map, the Service Agreement included with your device, and related materials. See your Cingular Wireless representative for complete details on the plans, features, and program benefits Requires new activation and compatible device. Your device has been manufactured to operate exclusively on our network and cannot be activated with any other wireless carrier. Voice usage is measured during the time you are connected to our system, which is approximately from the time you press the button that initiates or answers the call until approximately the time the first party terminates the call on the Cingular Wireless GSM network or until approximately the time you press the button that terminates the call on any other network. Voice usage for each call is billed in full minute increments with partial minutes rounded up to the next full minute. While on the portion of our network that we own and operate, there is no charge for busy or unanswered calls if you end the call within 30 seconds. We may terminate your service is a majority of minutes in any three month period are used off of the portion of our network that we own and operate. Unused monthly minutes, megabytes and text messages are lost. Availability, timeliness and reliability of service are subject to radio transmission limitations caused by system capacity, system repairs and

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…from each of the major providers as well as regional and local providers

EXAMPLE: SAMPLE PAGES FROM CINGULAR GSA FEDERAL SCHEDULE

NATION GSM PLAN

Part Number	Wireless Plan	GSA Catalog Price
CN1NM0012	ORANGE - Nation GSM Plan $39.99 - 450 Anytime rollover minutes; add'l min $0.45; unlimited M2M; 5,000 N/W minutes (price is per month access rate)	$33.99
	Airtime Rate per additional minutes	$0.45
	Mobile to Mobile minutes	included
	Nights and Weekends minutes	5000
CN3N00012	ORANGE - Nation GSM Plan $59.99 - 900 Anytime rollover minutes; add'l min $0.40; unlimited M2M and N/W minutes (price is per month access rate)	$50.99
	Airtime Rate per additional minutes	$0.40
	Nights and Weekends and Mobile to Mobile minutes	included
CN5NM0012	ORANGE - Nation GSM Plan $79.99 - 1350 Anytime rollover minutes; add'l min $0.35; unlimited M2M and N/W minutes (price is per month access rate)	$67.99
	Airtime Rate per additional minutes	$0.35
	Nights and Weekends and Mobile to Mobile minutes	included
CN6NM0012	ORANGE - Nation GSM Plan $99.99 - 2000 Anytime rollover minutes; add'l min $0.25; unlimited M2M and N/W minutes (price is per month access rate)	$84.99
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included
CN7NM0012	ORANGE - Nation GSM Plan $149.99 - 4000 Anytime rollover minutes; add'l min $0.25; unlimited M2M and N/W minutes (price is per month access rate)	$127.49
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included
CN8NM0012	ORANGE - Nation GSM Plan $199.99 - 6000 Anytime rollover minutes; add'l min $0.20; unlimited M2M and N/W minutes (price is per month access rate)	$169.99
	Airtime Rate per additional minutes	$0.20
	Nights and Weekends and Mobile to Mobile minutes	included

DATA CONNECT PLANS FOR GOVERNMENT

Part Number	Wireless Plan	GSA Catalog Price
Data Connect 5MB $19.99	Data Connect 5MB	$16.99
Data Connect 10MB $29.99	Data Connect 10MB	$25.49
Data Connect 20MB $39.99	Data Connect 20MB	$33.99
Data Connect 50MB $49.99	Data Connect 50MB	$42.49

SHARED BUSINESS SOLUTIONS – BMG POOLED NATION

Part Number	Wireless Plan	GSA Catalog Price
BMBPNTN30KUMUNW	ORANGE - Shared Business Solutions - BMG POOLED NATION 30,000 ANYTIME MINUTES - Up to 60 Shared Users (includes unlimited Mobile to Mobile & Nights/Weekends) (NOTE: All users for a given shared business solutions plan must be in same Cingular market) add'l min $0.25 (price is per month access rate)	$1,955.00
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included
BMBPNTN40KUMUNW	ORANGE - Shared Business Solutions - BMG POOLED NATION 40,000 ANYTIME MINUTES - Up to 80 Shared Users (includes unlimited Mobile to Mobile & Nights/Weekends) (NOTE: All users for a given shared business solutions plan must be in same Cingular market) add'l min $0.25 (price is per month access rate)	$2,592.50
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included
BMBPNTN50KUMUNW	ORANGE - Shared Business Solutions - BMG POOLED NATION 50,000 ANYTIME MINUTES - Up to 100 Shared Users (includes unlimited Mobile to Mobile & Nights/Weekends) (NOTE: All users for a given shared business solutions plan must be in same Cingular market) add'l min $0.25 (price is per month access rate)	$3,230.00
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included
BMBPNTN62.5KUMUNW	ORANGE - Shared Business Solutions - BMG POOLED NATION 62,500 ANYTIME MINUTES - Up to 125 Shared Users (includes unlimited Mobile to Mobile & Nights/Weekends) (NOTE: All users for a given shared business solutions plan must be in same Cingular market) add'l min $0.25 (price is per month access rate)	$3,995.00
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included
BMBPNTN75KUMUNW	ORANGE - Shared Business Solutions - BMG POOLED NATION 75,000 ANYTIME MINUTES - Up to 150 Shared Users (includes unlimited Mobile to Mobile & Nights/Weekends) (NOTE: All users for a given shared business solutions plan must be in same Cingular market) add'l min $0.25 (price is per month access rate)	$4,760.00
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included
BMBPNTN100KUMUNW	ORANGE - Shared Business Solutions - BMG POOLED NATION 100,000 ANYTIME MINUTES - Up to 200 Shared Users (includes unlimited Mobile to Mobile & Nights/Weekends) (NOTE: All users for a given shared business solutions plan must be in same Cingular market) add'l min $0.25 (price is per month access rate)	$6,375.00
	Airtime Rate per additional minutes	$0.25
	Nights and Weekends and Mobile to Mobile minutes	included

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Due to the abundance of contracts and options available, there is a wide variety of rate plans in use across FSSI agencies

EXISTING SPRINT / NEXTEL WIRELESS SERVICES PLANS IN USE ACROSS USDA[1]

SPRINT / NEXTEL	
GSA Enhanced 600 UDC	BlackBerry Nat Team Share 400
National Team Share 400	BlackBerry Nat Team Share 1200
National Shared Minute 500	Unltd BlackBerry Email and Web
National Shared Minute 100	BlackBerry Nat Shared Min Plan
Data Only Price Plan	BlackBerry Natwide DC Free Inc
Add-A-Phone	Sprint Biz Essentials 1000
Split Bill Unltd Blackberry	Sprint Biz Essentials 4500
National Value 1000	Local Instant Connect 500
Natl Free Incoming Plus 600	National Free Incoming 800
Govt Total Rewards UDC 100	National Free Incoming 600
National Value 500	National Free Incoming 1200
National Business 500	Sprint Free Incoming 300
Government Value Plan 250	Sprint Free Incoming 500
Sprint Fair and Flexible 1000	National Shared Value 300
Plus Others ….	Plus Others….

A Total of 159 Different Plans

Proliferation of plans and packages points to an immediate opportunity to reduce confusion and direct users with fewer numbers of targeted plans

(1) This is not unique to Sprint / Nextel or USDA—the same problem exists with other suppliers and FSSI agencies

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A closer look at the enterprise approaches reveals several methods to achieve the common goal of better management of wireless assets & spend

Navy Enterprise ID/IQs	• Enterprise contracts **a**dministered for Dept of Navy by Fleet Industrial Supply Center – San Diego • Carriers: Cingular, Sprint/Nextel, Verizon, • Open to all Navy & Marine Corps agencies; Policy directing use of these contracts was issued by Navy • Includes pooled, unpooled & flat rate price plans • Pre-negotiated discount rates off of GSA & retail prices lists for devices & airtime • Provides flexible management reporting & electronic or paper billing options
IRS Centralized Ordering & Approval	• Centralized website established for all cell phone ordering & approvals • User selects phone & rate plan then acknowledges awareness of policies on authorized use • Request automatically routed to 1st & 2nd level supervisors for approval—captures info for management reporting • Order placed by Enterprise Networks organization against pre-negotiated agreements with carriers—notice sent to procurement for tracking • Limited device types and rate plans available; Blackberries ordered by MITS program office against two separate BPAs w/ Cingular and Verizon
TSA Managed Services Contract	• Administered by TSA Office of Acquisitions • Managed Service Provider: iSys Carriers: (National & Regional—contracted through iSys) • Open to TSA or DHS only – approx: 8,357 wireless devices under central management • Provides: asset and inventory management; management reporting; provisioning; user replacement/transfer support; access to national service for voice and data; usage monitoring & rate plan recommendations; consolidated billing • Pricing: Flat "per device" charge applied to any monthly service charges for airtime
ATF Managed Services Contract	• Administered by ATF • Managed Service Provider: Assurian (initial) – undergoing transfer to Avalon Technologies • "Mandatory Use" for ATF – approx: 5300+ devices under central management • Provides: asset and inventory management; online management reporting; provisioning; access to carrier airtime services (user selects carrier of choice); consolidated billing • Pricing: ATF pays MSP a set "management fee" based on # of devices under management; in addition, ATF pays MSP for a pre-determined number of total minutes (operates like a single pool—overage charges paid to MSP if total minutes are exceeded)

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CLINs for Monthly Rate 1001A-1025A

CLIN	Description		Rate	Unit	Frequency
1001A	Voice Access Cost		$ 1.00	per unit	Monthly
1002A	Secure Phone Feature		$ 10.05	per unit	Monthly
1003A	Push to Talk Capable Feature		$ 9.39	per unit	Monthly
1004A	Minute Band from Table (Variable, Please See Table - Band Minute Pricing)		Variable		Monthly
1005A	100 text messages plan		$ 3.52	per unit	Monthly
1006A	500 text messages plan		$ 6.54	per unit	Monthly
1007A	1000 text messages plan		$ 9.30	per unit	Monthly
1008A	Group Push-to-Talk Plan (Unlimited)		$ 10.05	per unit	Monthly
1009A	Nationwide & International Push-to-Talk Plan (Unlimited)		$ 14.28	per unit	Monthly
1010A	Group Calling Feature (Cingular Office Reach)		$ 9.53	per unit	Monthly
1011A	Airfone Service feature plan		$ 10.58	per unit	Monthly
1012A	Wireless Priority Activation		$ 10.58	per unit	One time
1013A	Wireless Priority Service Access		$ 5.00	per unit	Monthly
1017A	International Dialing Minute Bands (Variable, Please See Table - Int'l Dialing Band Pricing)		Variable		Monthly

Unlimited Data Services 1001C-1002C

CLIN	Description	Rate	Unit	Frequency
1001C	Unlimited Blackberry/PDA/Smartphone Data Plan (CONUS)	$ 37.05	per unit	Monthly
1002C	Unlimited Blackberry/PDA/Smartphone Data Plan (OCONUS)	$ 52.86	per unit	Monthly
1003C	Unlimited Data for Aircards (used with Laptop computers)	$ 72.84	per unit	Monthly

Program Management 1001H-1025H

CLIN	Description	Rate	Unit	Frequency
1001H	Managed Service Fee	$ 7.00	per unit	Monthly
1002H	Project Coordination & QA	$ 45.00	per hour	Monthly
1003H	Asset Mgt & Inventory	$ 45.00	per hour	Monthly

Key Points

- For this contract, monthly recurring service costs include a basic monthly access fee plus the cost for additional requested features as text messaging, wireless priority access (WPA), Push-to-talk, etc…

- Data plans can be purchased separately (for data-only device) or as an add-on to a voice plan

- Minute charges are applied based on the aggregated total number of minutes used by the organization (see minute band pricing on following slide)

- In addition to costs incurred for the service plans and minutes of use, the managed services provider adds an additional line charge for each device to cover

- Project management and inventory management costs are billed to the agency based on an hourly rate

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Other Direct Charges 1001D-1025D

1001D	Wireless Priority Service per minute usage fee	$	0.88	per minute	Monthly
1002D	Text Messages	$	0.12	per txt msg	Monthly
1003D	Off-network roaming (Domestic)	$	0.73	per minute	Monthly
1004D	411 - Directory Assistance	$	1.48	per call	Monthly
1005D	Airfone per minute charge with Airfone feature plan	$	0.11	per minute	Monthly
1006D	Airfone per minute charge without Airfone feature plan	$	0.73	per minute	Monthly
1007D	International Dialing	$	0.87	per minute	Monthly
1008D	International Roaming (non-plan)	$	1.63	per minute	Monthly
1009D	International Roaming (plan)	$	1.18	per minute	Monthly
1010D	Nationwide and International Push-to-Talk per minute charge	$	0.12	per minute	Monthly
1011D	Group Talk per minute charge	$	0.12	per minute	Monthly
1012D	OCONUS overage minutes	$	0.29	per minute	Monthly
1013D	State & local taxes, Surcharges & Regulatory charges	Variable			Monthly
1014D	Overage Voice Minutes (for Option 2 rate plans)	$	0.23	per minute	Monthly
1015D	Data usage/overage per kb (CONUS)	$	0.02	per minute	Monthly
1016D	International Roaming Data per kb	$	.03	per minute	Monthly

Alternative Price Solutions 1001E-1050E

1001E	200 minute pooled plan	$	30.40	per unit	Monthly
1002E	500 minute pooled plan	$	41.77	per unit	Monthly
1003E	1000 minute pooled plan	$	58.96	per unit	Monthly
1004E	1500 minute pooled plan	$	76.14	per unit	Monthly
1005E	2500 minute pooled plan	$	93.06	per unit	Monthly
1006E	3500 minute pooled plan	$	132.19	per unit	Monthly
1007E	200 minute pooled plan with PTT	$	35.69	per unit	Monthly
1008E	500 minute pooled plan with PTT	$	48.65	per unit	Monthly
1009E	1000 minute pooled plan with PTT	$	65.57	per unit	Monthly
1010E	1500 minute pooled plan with PTT	$	85.66	per unit	Monthly
1011E	2500 minute pooled plan with PTT	$	102.58	per unit	Monthly
1012E	3500 minute pooled plan with PTT	$	141.71	per unit	Monthly
1020E	Verizon 40 MB data pool plan (laptop)	$	54.73	per unit	Monthly
1021E	PDA/Blackberry Modem service	$	31.73	per unit	Monthly

Key Points

- Overage charges and fees for use of special calling features not typically included in the group plan are billed according to actual use

- Managed service provider can make additional optional plans available for those users with unique or special usage patterns that may benefit from a "alternative" price

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Sample Band Minute Pricing				
Minimum minutes	Maximum Minutes	Price Per Band	Effective Price Per Minute (@ Min)	Effective Price Per Minute (@Max)
1	50,000	$91,320.63	$91,320.63	$1.83
50,001	100,000	$93,121.60	$1.86	$0.93
400,001	450,000	$110,805.75	$0.28	$0.25
1,000,001	1,050,000	$146,581.05	$0.15	$0.14
1,450,001	1,500,000	$176,587.13	$0.12	$0.12
2,000,001	2,050,000	$205,250.10	$0.10	$0.10
2,500,001	2,550,000	$226,510.76	$0.09	$0.09
3,000,001	3,050,000	$255,097.43	$0.09	$0.08
4,000,001	4,050,000	$308,241.45	$0.08	$0.08
4,950,001	5,000,000	$359,686.25	$0.07	$0.07

Key Points

- For this contract, voice usage is charged to the agency based on "bands of minutes"

- Minute bands are spaced in 50,000 line increments

- The total actual minutes used will be compared to the Minute Bands and a total charge will be billed to the agency at the matching band.

- For example: If an agency uses 1,483,206 minutes, then the agency will be charged the amount specified for the 1,450,000 – 1,500,000 Minute Band

- Effective price per minute information is shown for the low and high end of the band for comparison only and is not reflected in the actual contract

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